

New Hampshire Mercury Strategy

Public Outreach & Education Workgroup

Public Outreach Strategy

JANUARY 2001

Workgroup Members: Paul Lockwood, Chair; NH Department of Environmental Services
Debbie Augustine; NH Hospital Association
Barbara Bernstein; Business & Industry Association of NH
Peter Bleasby; Osram Sylvania
Steve Blackledge; NH Public Interest Research Group
Doug Bogen; Clean Water Action
John Dreisig; NH Department of Health & Human Services
Frank Ferraro; Wheelabrator Environmental Systems
Louise Hannan; NH Department of Health & Human Services
Lin Hill; NH Department of Environmental Services
Bill Howard; BIA of NH and Waste Management, Inc.
Hal Lynde; NH House of Representatives
Brad Manning; University of New Hampshire
Suzy Mansfield; Northeast Resource Recovery Association
Andrea O'Brien; Small Business Development Center
Carolyn Russell; NH Department of Environmental Services

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NEW HAMPSHIRE MERCURY PUBLIC EDUCATION & OUTREACH STRATEGY

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EXECUTIVE SUMMARY

Public awareness and education provide the foundation for effective implementation of the *New Hampshire Mercury Reduction Strategy*. Without an understanding of the effects of mercury on public health and the environment, the sources of mercury in the environment, and proper management of mercury-containing wastes, stakeholders will not take actions to reduce their consumption of mercury-containing products, divert or eliminate mercury from their wastes or reduce their energy and fuel consumption. Due to the vast number of products containing mercury, and the vast number of stakeholders using and disposing mercury-containing products, the Mercury Strategy Public Outreach and Education Workgroup (Workgroup) was established to develop an organized plan to ensure all stakeholders receive accurate, timely information so as to allow them to make informed decisions about their use, consumption and disposal of mercury-containing products.

Although the *NH Mercury Reduction Strategy* seeks to eliminate all man made sources of mercury from the environment, this goal will take years to achieve. Until that time, public health education, focusing on the Department of Health & Human Service's *Fish Consumption Advisory*, would have the immediate effect of helping reduce risk of detrimental health effects from mercury in people who consume or over consume mercury-containing fish. This strategy details actions steps, many already taken, which will further educate the public on the issues relating to the consumption of fish in New Hampshire. The strategy also focuses on outreach and education activities to promote the proper management of spent mercury-containing products and ultimately, a shift in consumer buying habits toward low mercury or no mercury products. Although there are hundreds of products containing mercury (either intentionally added or incidental to manufacturing), this strategy focuses on the three chief sources of mercury in municipal solid waste: mercury-containing lamps, thermostats and thermometers. While focusing outreach and education on stakeholders involved with these products will achieve the best results with the most efficient use of resources, the action steps are suitable, with modification, to address other mercury-containing products such as dental amalgam and automotive switches.

Due to the number of stakeholders, mercury-containing products, media formats and desired messages to be communicated, no single individual, agency or organization currently has sufficient resources to complete all the action steps recommended in this strategy. Although several outreach/education efforts are underway, they are piecemeal in nature and limited by the resources of the implementing entities. For example, the Department of Health & Human Services has updated their fish consumption advisory, but lacks the resources produce a professionally designed, brochure or to undertake a mass media campaign to publicize the advisory. Because of the importance placed on the goals of the *Mercury Reduction Strategy*, and the necessity of an effective outreach and education campaign to achieve those goals, the Workgroup has two overall recommendations:

1. Resources need to be made available to implement or help implement a comprehensive, coordinated and on-going outreach and education program on mercury issues.
2. Implementation of this strategy involves a limited number of messages in a limited number of formats (fish advisory brochure, public display board, video, etc.) Outreach materials should be developed by professional advertising/public relations experts to ensure their effectiveness.

Many of the action steps in this strategy seek to create a change in established behavior by stakeholders (reduce the consumption of fish, purchase different products, recycle mercury-containing products, divert spent products from waste stream, etc.). Only through the application of adequate resources, and a comprehensive campaign of outreach and education, may stakeholders be expected to take actions to reduce their exposure to mercury and to reduce or eliminate mercury emissions to the environment.

BACKGROUND

In October 1998, NH Governor Shaheen announced release of the *New Hampshire Mercury Reduction Strategy* (Strategy). Developed by the NH Department of Environmental Services, the Strategy describes 40 recommendations that will help achieve New Hampshire's goals of a 50% reduction in mercury releases from New Hampshire sources by 2003 and, eventually, the complete elimination of all anthropogenic mercury releases in New Hampshire. To oversee implementation of the Strategy's recommendations, Governor Shaheen established a NH Mercury Task Force composed of representatives from NH businesses and business organizations, State agencies, environmental organizations, Public Interest Groups, NH Legislature, trade organizations and public institutions.

The Mercury Task Force established several workgroups to implement specific Strategy recommendations relating to Healthcare institutions, Municipal Waste Combustors and Utility/Non Utility boilers. These workgroups, comprised of Mercury Task Force members and experts to each area of concern, soon realized a higher degree of public awareness and education was fundamental to the implementation and success of Strategy recommended activities. Because of this, the Mercury Task Force established an additional workgroup, the Mercury Strategy Public Outreach Workgroup, to develop an overall strategy for public outreach and education on mercury issues.

Following release of the Strategy, however, the Department of Environmental Services (DES) began to implement Strategy recommendations, both autonomously and with several partners. These partners included the Business & Industry Association, Department of Health & Human Services, New Hampshire Hospital Association, Wheelabrator Technologies, Inc. and UNH. Initial activities focused on increasing public awareness of the issues surrounding mercury and the Strategy. These included:

- **Hospital Projects** - Under a current pollution prevention grant, DES surveyed mercury use at all 26 New Hampshire acute care hospitals and used the results to co-present a mercury reduction workshop with NH Hospital Association on June 8, 2000. DES staff also helped organize, and participated in, the P2 in Healthcare track at the National Pollution Prevention Roundtable held in Boston, March 22-24, 2000.

- **Ongoing outreach** - Both DES and DHHS are conducting outreach efforts including the provision of mercury topics in conferences, public service announcements, mercury related presentations at trade conferences and the development and promotion of Fact Sheets, news releases, and brochures.
- **UNH Mercury Reduction Program** – The University of New Hampshire is performing a Mercury Reduction and Hazardous Chemical Project which is working towards eventually eliminating all mercury-containing measurement devices, elemental mercury and mercury containing reagents. Results of this project will be shared with New England educational facilities.
- **Solid Waste Operator Training Program** – Information on identifying and properly managing mercury-containing devices and products has been incorporated to the Solid Waste Operator Training Certification Program, which affects all operators of solid and medical waste facilities in NH, including incinerator operators.
- **Ecowatch** – NHDES produced, in conjunction with Channel 9, a 40-second Ecowatch spot on mercury hazards and management of mercury-containing consumer products. The Department of Health & Human Services developed a similar Ecowatch spot to promote their *NH Fish Consumption Advisory*.
- **Web Page Development** – The NH Pollution Prevention Program established a mercury web page on the DES website which provides information on mercury, mercury-related projects, Mercury Task Force Activities, and the NH Mercury Reduction Strategy.
- **Governor's Press Conference** - In the Fall of 1999, Governor Shaheen held a press conference to call further attention to the problem of mercury pollution and announce the formation of the Mercury Task Force.
- **Letter to President Clinton** - Governor Shaheen's office recently issued a letter to President Clinton, which called for more aggressive action by the federal government on mercury reduction, including: greater emission reductions from Municipal Waste Combustors, Medical Waste Incinerators and coal-fired power plants, national legislation on Hg products, expanded monitoring, and research on mercury stabilization /"retirement" methods.
- **Thermometer Exchange Program** – Following thermometer swaps at Dartmouth Hitchcock Medical Center and Concord's Household Hazardous Waste Collection day, DES Commissioner Robert Varney joined Wheelabrator Corporation at a press conference on April 17, 2000, announcing the creation of a thermometer exchange program at Wheelabrator's two facilities in NH. This will be an ongoing program in which citizens will be able to drop off their mercury fever thermometers and receive a digital thermometer in exchange, free of charge. Wheelabrator will send mercury thermometers to a recycling facility.

This is only a partial list of completed and on-going mercury-related activities. However, present activities generally focus on a fairly specific stakeholder group or specific segment of mercury-containing products and wastes. The Workgroup recognized the need to develop a comprehensive outreach/education strategy to properly address all stakeholders, ranging from manufacturers to consumers to solid waste facilities. The outcome of a strategy should be to ensure proper information effectively reaches the appropriate audience to reduce the health effects from consuming mercury-containing fish and to eliminate New Hampshire sources of mercury releases to the environment.

Quickly, however, the Workgroup realized the need to focus initial efforts to provide more detailed, constructive guidance where it can achieve the best results. To do this, the Workgroup decided to focus on two areas: 1) increasing the awareness of at-risk populations (pregnant women, nursing mothers and children under 6 years of age) of the need to limit their mercury-containing fish consumption; and, 2) encouraging better management of mercury-containing products representing the most significant sources of mercury in the waste stream.

By first addressing the at-risk audience, the harmful effects of mercury on public health may be minimized before long-term strategies result in reduced mercury levels in the environment. Children and fetuses are more sensitive to mercury because their nervous systems are still developing and mercury easily passes into their brains where it interferes with normal development. A pregnant woman may pass mercury to her unborn child through the placenta and nursing mothers may pass mercury to infants through breast milk. This strategy seeks to continue and increase outreach efforts already underway but where a need for greater awareness exists. For example, the *NH Fish Consumption Advisory* has been repeatedly issued for over 6 years (along with advisories in all other New England states) yet surveys have shown a fairly low percent of the population to be aware of the Advisory or of the recommended limits on fish consumption the Advisory calls for.

If few stakeholders are aware of the danger of over consuming mercury-containing fish, even fewer are aware of the issues surrounding their mismanagement of spent mercury containing products and mercury wastes. This is evidenced by the low numbers of mercury containing products and wastes being diverted from solid waste disposal for recycling or disposal as a hazardous waste. Homeowners may legally discard mercury-containing devices as municipal solid waste, and often do so, for lack of understanding of the effects of mercury wastes on health and environment, lack of knowledge of proper management methods for spent mercury containing products or lack of recycling options for spent mercury containing products. Businesses may not legally discard hazardous mercury wastes as solid waste but often do so for lack of knowledge of the legal requirements for their proper management. Businesses need to be educated on the health and environment effects of the products they manufacture, sell or use as well as proper management requirements for spent mercury containing products and wastes they generate.

When the myriad of mercury-containing products were reviewed, and their associated manufacturers, distributors, retailers, consumers, handlers and disposers listed, it became apparent the Workgroup needed to limit its focus to areas where an initial investment of resources in outreach activities would result in the greatest reduction of mercury emissions to the environment. The Workgroup considered addressing fossil fuel power plants but agreed they could best be handled individually, by regulatory agencies, due to the fact that there are only three such power plants in New Hampshire and an adequate regulatory mechanism exists to do so. Similarly, large Municipal Waste Combustors are few in number and the largest, the Wheelabrator facility in Concord, has already installed emissions controls resulting in a 96% mercury emissions reduction. However, there are approximately 11 other municipal or commercial solid waste combustors that do not have such controls and their combined emissions represent one of the largest categories of mercury emissions in New Hampshire. Although these combustors could reduce their mercury emissions through the installation of emission controls, the costs of such controls may be prohibitive and the source reduction of mercury through changes in consumer buying/disposal practices may be more effective. Because the chief sources of mercury in municipal solid wastes are fluorescent lamps, thermometers and thermostats, the Workgroup decided to first focus this strategy on those items.

MISSION STATEMENT

The mission of the Workgroup is:

Recommend action on the assimilation and dissemination of accurate, available information on mercury. The information should be in a clear, non-technical and concise form to ensure all stakeholders are well informed on the environmental issues relating to, and the proper management of, mercury-containing products and wastes.

STRATEGIC GOALS

The Workgroup established the following goals to be achieved by implementation of this strategy.

- 1. To raise public awareness of mercury-related public health and environment issues***
- 2. To educate the general public, particularly at-risk populations about New Hampshire's fish consumption advisory**
- 3. To encourage the proper collection & recycling of spent, mercury-containing products through implementation of the Universal Waste Rule and other mechanisms**
- 4. To reduce mercury and other pollutant emissions through fuel and energy efficiencies by the use of fluorescent lighting, energy efficient appliances, etc.**
- 5. To warn consumers and businesses of the problems associated with the improper disposal of spent mercury-containing products**
- 6. To encourage stakeholders to actively participate in/assist with mercury outreach and education activities**
- 7. To promote the development, purchase and use of mercury-free products whenever feasible**

* Mercury-related public health and environment issues include numerous topics relevant to different stakeholders. These topics include New Hampshire research and analysis efforts that are ongoing, as well as national efforts that are increasing our awareness of the concentrations and effects on mercury on public health and the environment.

AUDIENCES

Although the outreach efforts described by this plan are currently limited to at-risk populations and stakeholders associated with lamps, thermometers and thermostats, the audience for education and outreach is formidable. To better establish the appropriate audience members a simple lifecycle history diagram for lamps, thermometers and thermostats was established with stakeholders assigned to their appropriate position on the diagram. This produced the following with some examples of each:

Manufacturer	→	Distributor/ Wholesaler	→	Retailer/ Contractor	→	Users	→	End Market
Phillips		Ralph Pill Elec. Supply		Robies Wiring Service		Homeowners		Med. Waste Incinerator
Osram Sylvania						Builders		
		Laconia Elec. Supply		WalMart				S.W. Facility
Honeywell						Hospitals		
				The Lighting Place				Recyclers
White-Rogers						Visiting Nurses		
								Trans. Stations
				Keene Medical Supply		Businesses		

In an effort to define individual stakeholders who should be the target of outreach and education efforts, DES assembled lists of lamp, thermostat and thermometer manufacturers and distributors. These have been included with this document (Appendix I). Similar lists for all stakeholders mentioned on the lifecycle diagram would encompass every resident, business, municipality and institution in New Hampshire. Any effort to reach and educate each stakeholder would be prohibitively expensive to any one organization such as DES or New Hampshire Hospital Association. The workgroup decided the best way to reach stakeholders is through trade organizations who commonly provide outreach and education to specific groups of affected stakeholders, who can cost effectively provide outreach and information and who would be motivated to partner with DES or other Workgroup affiliates to provide such outreach and information. A list of trade organizations is included with this document (Appendix II). The workgroup also recognized the need to establish a list of partners (to DES) who would share time and resources to develop outreach information, work with trade organizations, mail information, provide speakers, etc. The attachments of trade organizations and manufacturers is in hard copy format, which lists only the name of each organization. Full mailing addresses and contact information is electronically stored at the Department of Environmental Services and is available in database of mailing label format.

KEY MESSAGES

The Workgroup determined the following key messages should be woven through education and outreach efforts:

1. Mercury is persistent, bioaccumulative and toxic. That is, it doesn't break down in the environment, increases in concentration in our bodies and causes numerous harmful health effects in plants, wildlife and humans.
2. Because of widespread mercury contamination in freshwater fish, women of childbearing age should limit their fish consumption to no more than one 8-ounce meal per month; children to age 6 to one, 3-ounce meal per month; and other consumers to four 8-ounce meals per month.
3. Disposal of hazardous mercury-containing products in municipal solid waste is illegal under NH Hazardous Waste Rules. While homeowners are exempt from NH Hazardous Waste Rules, they should divert and recycle spent mercury-containing products because their disposal of mercury-containing products in municipal solid waste can easily lead to mercury being released to the environment.
4. New Hampshire has adopted a law (HB 1418) requiring manufacturers to notify DES if they add mercury to their products for any reason. That same law prohibits the sale of certain mercury-containing products, requires a doctor's prescription to purchase a mercury-containing thermometer, and bans the use of elemental mercury and most mercury-containing devices in schools.
5. Electric energy conservation reduces mercury emissions to the environment from fossil fuel power plants, now the largest source on mercury emissions in New Hampshire. Energy conservation, such as from energy efficient appliances, water heaters, home oil burners, etc. and home heating conservation measures reduce the emissions of mercury and other pollutant emissions to the environment from power plant fossil fuel combustion.
6. New Hampshire and other northeastern states have drafted model legislation that states could adopt to regulate products containing mercury. The proposal includes mandatory labeling of mercury-containing products, manufacturer establishment of collection and recycling programs, a solid waste disposal ban and the phase out of certain mercury-containing products.
7. Despite containing mercury, fluorescent lamps provide environmental benefits because they require less energy than other incandescent lamps resulting in reduced mercury and other pollutant emissions from fossil fuel power plants.
8. There are cost effective, reliable, non-mercury alternatives to most mercury-containing products; their use is encouraged.
9. Homeowners and businesses should recycle, rather than discard, spent mercury-containing products. Manufacturers, distributors & retailers should assist in developing recycling programs.

MEDIA FORMATS

The following media forms should be utilized, depending on the audience and situation, to provide education and outreach.

Internet/Web sites – DES & DHHS – separate mercury pages and links

Television & Radio (public service announcement/Ecowatch spots)

Conferences& Workshops: focused on mercury issues
 not focused on mercury issues – with mercury topic
 no mercury focus or topic – provide booth, handouts, etc.

Special events (Earth Day, Celebrate NH Lakes Day, etc.) – provide booth, speakers, handouts, etc.

Direct mailing to stakeholders, organizations, etc.

Mail inserts – information in utility bills, unrelated mass mailings, etc

Magazine & Newspaper articles

Fact sheets

Brochures/Flyers

Placards – post at retailers, public places, marinas, fishing locations, etc.

Presentation Boards (similar to Minnesota's) – for conferences, events

Videotapes

ACTION STEPS

The tables on the following pages summarize recommended action steps to achieve the mission established by this communication strategy. The tables should be updated regularly as additional stakeholders, partners and information become available. The table is by no means the definitive listing of all the action steps necessary for fully inform stakeholders on all mercury issues and to precipitate all the necessary changes in consumer behavior for mercury and mercury containing products. Further, a similar strategy and table of action steps needs to be developed to address similar mercury products such as automotive and appliance mercury switches, medical and laboratory reagents, dental amalgam, mercury-containing measuring devices, etc. This document should serve as a template to address other sources and uses of mercury and mercury-containing products.

Mercury Public Outreach & Education Plan

	Audience	Media	Desired Result of Communication	Key Message	Prepared by?	Delivered by?
1.	Pregnant & Nursing Women	Brochure Posters Fact Sheets Newspapers/ Magazines	Understanding of Mercury Issues Understanding Fish Advisory	1, 2, 3, 5, 9	DHHS Media Expert	DHHS Oby/Gyn Clinics WIC Program Planned Parenthood Midwives/ La Leche Intl.
2.	Women of Childbearing Age	Brochure Posters Fact Sheets Newspapers/ Magazines	Understanding of Mercury Issues Understanding Fish Advisory	1, 2, 3, 5, 9	DHHS Media Expert	DHHS Wellness Prgm Clinics School Health Ed.
3.	Day Care Centers (Young Children)	Direct mail Direct contact Coloring books/games	Understanding of Mercury Issues Understanding of Fish Advisory Disseminate information on Hg & Fish Advisory	1, 2, 5	DHHS Media Expert	DHHS WIC Program Schools Health Ed. Clinics Pediatricians
4.	Anglers	Fact sheets Insert/brochure Placards at fishing sites Newspapers/ Magazines	Understanding of Fish Advisory Conserve fuel (efficient marine engines)	1, 2, 5, 9	DES DHHS	Sporting retailers Angling Association NH Fish & Game
5.	Schools	Teacher workshops Teacher conferences Brochures Fact sheets	Promotion of Fish Advisory Understanding of Mercury Issues Provide Hg education in classes Disseminate information on Hg & Fish Advisory	1, 2, 5, 7, 9	Media Expert DES DHHS	NH Dept. of Educ. Teachers Union DES

Audience	Media	Desired Result of Communication	Key Message	Prepared by?	Delivered by?
6.	Homeowners	Fact Sheets Public Service Announce. Earth Day events Utility inserts Newspapers/ Magazines	Understanding of Fish Advisory Understanding of Hg issues Purchase non-Hg products Conservation of fuel/energy Recycle spent Hg products	1, 2, 3, 5, 7, 8, 9 Media Expert DES DHHS	DES DHHS Local Govt. Utility Co.s Media
7.	Trade Organizations	Letter from Governor Direct contact	Understanding of mercury issues Enlist assistance – resources or conduit for outreach materials Disseminate information on proper management/disposal of Hg products	1, 3, 4, 5, 6, 8 Workgroup DES	DES DHHS Workgroup
8.	Manufacturers	Direct mail Fact Sheet Brochure	Manufacture non-mercury products to replace mercury-containing products Assist with development of, or support, take back & recycling programs Provide assistance – resources or as conduit for outreach Disseminate information on proper management/disposal of Hg products	1, 4, 5, 8 Media Expert DES	DES Trade Associations
9.	Distributors	Direct mail Fact Sheet Brochure	Understanding of mercury issues Assist with development of, or support, take back & recycling programs Disseminate information on proper management/disposal of Hg products	1, 4, 5, 6, 9 Media Expert	Manufacturers Trade Associations
10.	Retailers & Home Centers	Direct mail Fact Sheet Posters	Understanding of mercury issues Assist with development of, or support, take back & recycling programs Disseminate information on proper management/disposal of Hg products	1, 4, 5, 6, 8, 9 Media Expert DES	Distributors Trade Associations Distributors/ Suppliers

	Audience	Media	Desired Result of Communication	Key Message	Prepared by?	Delivered by?
11.	Elec./HVAC Contractors	Direct mail Fact Sheet Brochure	Understanding of mercury issues Assist with development of, or support, take back & recycling programs Disseminate information on proper management/disposal of Hg products	1, 3, 4, 5, 6, 8	Media Expert	Trade Associations NEMA Distributors/Suppliers
12.	Builders	Direct mail Fact Sheet Brochure	Understanding of mercury issues Use of non-Hg products where feasible Remove/recycle Hg products during demolition	1, 3, 4, 5, 6, 9	Media Expert DES .	Trade Associations Municipal Agents Distributors/Suppliers
13.	HealthCare Organizations	Fact Sheets Direct contact Letters Workshops Internet Newsletters Video Education	Understanding of Hg issues Eliminate mercury use Purchase non-mercury products/develop and institute a mercury-free purchasing policy Promote Fish Advisory Conservation of fuel/energy Recycle spent mercury items	1, 3, 5, 6, 7, 8	Media Expert DHHS EPA Hospitals for a Healthy Environment	Trade Associations Licensing Board EPA Hospitals for a Healthy Environment
14.	Medical Practitioners	Fact sheets Direct contact Journal articles Conferences Internet Newsletters Video Education	Understanding of Mercury issues Promotion of Fish Advisory Eliminate mercury use Act as conduit of information to parents Purchase non-mercury products/develop and institute a mercury-free purchasing policy Conservation of fuel/energy Recycle spent mercury items	1, 2, 3, 4, 5, 8, 9	Media Expert DHHS Hospitals for a Healthy Environment EPA	Trade Associations Licensing boards DES DHHS EPA

Audience	Media	Desired Result of Communication	Key Message	Prepared by?	Delivered by?
15.	Recyclers	Direct contact News articles	Enlist assistance - resources or as conduit for outreach information	1, 3, 4, 6, 9 DES	DES NRRA Gov's Recycling Program DRED ReConNecton
16.	Businesses	Direct mail Fact sheets Conferences	Understanding of mercury issues Conserve fuel/energy Recycle spent mercury containing products	1, 3, 6, 7, 8, 9 Media Expert DES	Trade Associations BIA
17.	Municipalities	Direct contact Fact sheets Training/Work shops	Understanding of mercury issues Collect & Recycle Universal Wastes Disseminate information on alternatives & proper management/disposal of mercury containing products	1, 2, 3, 4, 5, 6, 7, 8, 9 Media Expert DES DHHS	NH Municipal Association DHHS DES
18.	Local Health Officers	Fact sheets Direct contact Letters Training/Work shops	Understanding of Mercury issues Promotion of Fish Advisory Encourage municipality to collect & recycle Hg products Disseminate information on alternatives & proper management/disposal of mercury containing products	1, 2, 3, 4, 5, 6, 7, 8, 9 DES DHHS	NH Municipal Association DHHS DES
19.	S. W. Facilities	Direct mail Direct contact S.W. Operator Training Workshops	Understanding of mercury issues Enlist assistance - resources or as conduit for outreach information Disseminate information on alternatives & proper management/disposal of mercury containing products Collect & recycle spent mercury containing products	1, 3, 4, 5, 8 DES	DES

KNOWN MANUFACTURERS OF MERCURY-ADDED PRODUCTS

AGILENT TECHNOLOGIES
ALPINE ELECTRONICS
AMANA APPLIANCES
AMERICAN HONDA MOTOR, CO., INC.
ANCHOR SCIENTIFIC, INC.
APPLE
ATWOOD MOBILE PRODUCTS
BARNSTEAD THERMOLYNE CORPORATION
BIODGETT COMBI
BJM CORP
BLAUPUNKT WERKE GMBH
BLODGETT OVEN COMPANY
BROTHER INDUSTRIES, LTD.
BROWN STOVE WORKS, INC.
CANNON U.S.A., INC.
CANNON U.S.A., INC.
CARL ZEISS, INC.
COACHMEN RECREATIONAL VEHICLES
COACHMEN RECREATIONAL VEHICLES
COMPUTER COMPONENTS
COMPUTER COMPONENTS
COOPER INSTRUMENT CORPORATION
COOPER LIGHTING
COOPER POWER SYSTEMS
CRANE PUMPS & SYSTEMS
CROUSE-HINDS DIVISION OF COOPER INDUSTRIES
CUMMINS ENGINE COMPANY, INC.
CUMMINS ENGINECOMPANY, INC.
DAIMLER CHRYSLER CORPORATION
DELL COMPUTER CORPORATION
DELL COMPUTER CORPORATION
DUTCHMEN MANUFACTURING INC.
DYNISCO INSTRUMENTS
FAICHNEY MEDICAL COMPANY
FAICHNEY MEDICAL COMPANY
FIRST LIGHT TECHNOLOGIES, INC.
FIRST TECHNOLOGIES, INC.
FLORIDA MEDICAL INDUSTRIES, INC. / STERIDYNE CORP.
FORD MOTOR COMPANY
FOREST RIVER, INC.
FOREST RIVER, INC.
FORMA SCIENTIFIC DIVISION - THERMOQUEST
FOUR WINDS INTERNATIONAL
FRANCIS L. FREAS GLASS WORKS, INC.
FRIDGAIRE HOME PRODUCTS
FRIDIDAIRE CANADA
FRIGDAIRE COMMERCIAL PRODUCTS

FRIGIDAIRE CANADA
FRIGIDAIRE HOME PRODUCTS
FRIGIDAIRE HOME PRODUCTS
FRIGIDAIRE HOME PRODUCTS
G & W INSTRUMENTS INC.
GE INDUSTRIAL SIYSTEMS - CONTROL PRODUCTS
GENERAL ELECTRIC COMPANY
GENERAL MOTORS CORPORATION
H.O. TRERICE CO.
HARPER-WYMAN COMPANY, DIV. OF OAK INDUSTRIES INC.
HAUCK MANUFACTURING COMPANY
HOBART CORPORATION
HONEYWELL INCORPORATED
HOUSE OF TROY
HUMBOLT MANUFACTURING COMPANY
IDEAL HORIZONS, INC.
INSECT-O-CUTOR / GERM-O-RAY
INTERNATIONAL BUSINESS MACHINE CORPORATION
INTERNATIONAL TRUCK AND ENGINE CORPORATION
ITT MCDONNELL AND MILLER
JAGUAR
JOSLYN CLARC CONTROLS, LLB
KANSEI CORPORATION
KAOITO MANUFACTURING CO., LTD
KEYSTONE RV COMPANY
LANCASTER PUMP A DIVISION OF C-B TOOL COMPANY
LAND INFARED
LEER LIMITED PARTNERSHIP
LG PHILLIPS LCD CO., LTD.
MAGNETROL INTERNATIONAL, INC.
MARVAIR, A DIVISION OF AIRXCEL, INC
MAXON CORPORATION
MAYTAG APPLIANCE, A DIVISION OF MAYTAG CORPORATION
MAZDA NORTH AMERICAN OPERATIONS
MERCEDES-BENZ, USA
MERCOLD DIVISION OF DWYER INSTRUMENTS, INC.
MERIAM INSTRUMENT
MESTEK, INC.
MILJOCO CORPORATION
MILLER AND WEBBER, INC.
MITSUBISHI MOTORS CORPORATION
MONACO COACH CORPORATION
NATIONAL CATHODE CORP
NATIONAL PRESTO INDUSTRIES, INC.
NATIONWIDE MANUFACTURING
NEC AMERICA, INC
NEC COMPUTERS, INC
NEC TECHNOLOGIES, INC.
NEW SABINA INDUSTRIES, INC

NEWMAR CORPORATION
NISSAN MOTOR CO., LTD.
OUTBOARD MARINE CORPORATION
PARTLOW-WEST COMPANY
PEERLESS-PREMIER APPLIANCE CO.
PERKINELMER APTOELECTRONICS SC, INC.
PITCO FRIELATOR
PMI FOOD EQUIPMENT GROUP
POLYCEL STRUCTURAL FOAM, INC.
PORSCHÉ CARS NORTH AMERICA
PREFERRED UTILITIES MANUFACTURING CORPORATION
PRINCO INSTRUMENTS, INC.
RADIOMETER MEDICAN A/S
RISO, INC.
ROCKWELL AUTOMATION
RULE INDUSTRIES INC.
RYKO MANUFACTURING, CO.
S.J. ELECTRO SYSTEMS, INC.
SAAB CARS USA, INC.
SAMSUNG SEMICONDUCTOR, INC.
SCIENTIFIC GLASS & INSTRUMENTS
SHASTA INDUSTRIES
SIMKAR CORPORATION
SKYLINE CORPORATION
STANLEY ELECTRIC CO., LTD
SUBARU OF AMERICA, INC.
SUBURBAN MANUFACTURING COMPANY
SULLAIR CORPORATION
SUNLINE COACH COMPANY
SUPERIOR QUARTZ PRODUCTS, INC.
TECO IMAGE SYSTEMS CO., OTD.
TEKONSHA ENGINEERING, CO.
THE GORMAN-RUPP COMPANY, MANSFIELD DIVISION
TIFFIN MOTOR HOMES, INC.
TN TECHNOLOGIES, INC.
TOKAI INDUSTRIAL SEWING MACHINE CO., LTD.
TOYOTA MOTOR SALES, U.S.A., INC.
TRUCK MANUFACTURERS ASSOCIATION
TYLER REFRIGERATION
UNITED SECURITY PRODUCTS, INC.
UNIVERSAL ENTERPRISES, INC. (UEI)
US FILTER CONTROL SYSTEMS
UVP, INC.
VMIC, INC.
VOLKSWAGEN OF AMERICA, INC.
VOLVO CAR CORPORATION
VOLVO TRUCKS NORTH AMERICA, INC.
W.A. BAUM CO., INC.
W.C. WOOD COMPANY LIMITED

WALDMANN LIGHTING
WEISS INSTRUMENTS, INC.
WESTERN QUARTZ PRODUCTS, INC.
WHIRLPOOL CORPORATION
WHITE-RODGERS DIV. EMERSON ELECTRIC CO.
WINNEBAGO IND., INC
ZOELLER PUMP COMPANY

Appendix II - Trade Organizations in New Hampshire

<p>American Heart Assoc-NH Affiliate 20 Merrimack Street Manchester NH 03101</p> <p>American Physical Therapy Assoc P O Box 978 Manchester NH 03105</p> <p>American Red Cross 90 Washington Street Dover NH 03820</p> <p>American Red Cross Blood Services VT-NH 425 Reservoir Avenue Manchester NH 03104</p> <p>American Red Cross-Manchester Chapter 1800 Elm Street Manchester NH 03104</p> <p>American Society of Home Inspectors New England Chapter 76 South State Street Concord NH 03301</p> <p>Associated Builders & Contractors Inc 14 Dixon Avenue Concord NH 03301</p> <p>Association of General Contractors of NH Inc 48 Grandview Road Bow NH 03304</p> <p>Better Homes Heat Council 136 North Main Street Ste 2 Concord NH 03301</p> <p>Child & Family Services of NH-Concord 13 Green Street Concord NH 03301</p> <p>Child & Family Services of NH-Manchester 99 Hanover Street Manchester NH 03101</p> <p>Childrens Alliance of New Hampshire 125 Airport Road Concord NH 03301</p> <p>Division of Children & Youth Services 19 Chestnut Street Nashua NH 03060</p> <p>Electrical Contractors Business Association P O Box 4221 Manchester NH 03108</p>	<p>Home Builders Association of NH 119 Airport Rd P O Box 2283 Concord NH 03302</p> <p>Home Care Association of NH 8 Green Street Ste 2 Concord NH 03301</p> <p>Nashua Area Home Builders Association P O Box 49 Nashua NH 03061</p> <p>National Association of Women in Contruction NH Chapter P o box 846 Pelham NH 03076</p> <p>NH Academy of Family Physicians 7 North State Street Concord NH 03301</p> <p>NH Association of Plumbing, Heating & Cooling 1 Eagle Square Ste 514 Concord NH 03301</p> <p>NH Association of Residential Care Homes 6 Dixon Avenue Concord NH 03301</p> <p>NH Chiropractic Association 339 High Street Somersworth NH 03878</p> <p>NH Dental Society 23 South State Street P O Box 2229 Concord NH 03302</p> <p>NH Electrical Contractors Assn P O Box 1032 Concord NH 03302</p> <p>NH Hospital Association 125 Airport Road Concord NH 03301</p> <p>NH Nurses Association 48 West Street Concord NH 03301</p> <p>Retail Merchants Association of NH 80 North Main Street Ste 202 Concord NH 03301</p>
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Appendix II - Trade Organizations in New Hampshire

<p>Raymond Rusin, Bureau Chief Health Facilities, H&HS, Office of Program Support</p> <p>American College of Obstetrics and Gynecology NH Chapter Rebecca Greene 280 Main Street Ste 110 Nashua NH 03060</p> <p>NH Pediatric Society Suzanne Boulter NH Dartmouth Family Practice 250 Pleasant Street Concord NH 03301</p> <p>Home Care Assoc of NH Susan Young 8 Green Street Concord NH 03301</p> <p>NH Home Healthcare Association John Poirier 125 Airport Road Concord NH 03301</p>	
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